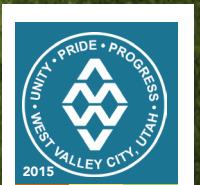


*Together we
can make a
difference!*

Neighborhood *Organization Guide*





MISSION STATEMENT

The West Valley City Neighborhood Services Office strives to preserve, improve, and revitalize neighborhoods by helping residents access City services. An emphasis is placed on partnerships between residents, business owners, elected officials, Police and City employees to build and preserve clean, safe neighborhoods that reflect the diversity of the City's population.

West Valley City
Public Relations Department
Neighborhood Services Office
3600 South Constitution Boulevard
West Valley City, UT 84119

(801) 963-3285
neighborhoods@wvc-ut.gov
www.wvc-ut.gov/neighborhoods



NEIGHBORHOOD ORGANIZING GUIDE

The West Valley City Neighborhood Services Office is strongly committed to partnering with neighbors to maintain and improve the quality of life in the neighborhoods that make up our community. Each neighborhood is as unique as the residents, businesses, places of worship, and service providers that inhabit them. It's the residents who are best able to create the kind of neighborhood they desire by working together. Coming together with your neighbors only when controversial issues arise limits your effectiveness and the ability of residents to determine the future picture of the neighborhood. Organizing a neighborhood association is an excellent way to improve your neighborhood and develop a spirit of community and pride.

Organized neighbors send a message that everyone is working together to build their community. There is no one model for starting a neighborhood association. The basic ingredients — issues, people, leadership, planning process, and structure — are necessary components. How they are put together may vary from group to group. This guide serves as a tool to assist you in this challenging, but worthwhile process.

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*Together we
can make a
difference!*

Neighborhood *Registry*



Groups are encouraged to register with the West Valley City Neighborhood Services Office. Information is also online at www.wvc-ut.gov/neighborhoods



Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.
~ Margaret Mead

CHAPTER 1

ORGANIZING A NEIGHBORHOOD ASSOCIATION

Why start a neighborhood association?

When starting a neighborhood association, the people in the neighborhood get a chance to decide what needs to be done and work together to make it happen. They plan projects and activities beneficial to their area and provide a forum for discussion of local issues. A group that represents the community will have the stability, the credibility and the clout to be an effective core for a better neighborhood.

A neighborhood association is a geographically-based organization of people who live in a neighborhood and organize around common concerns of the members. It provides a means and structure to organize a neighborhood and manage neighborhood projects and programs. More importantly, it provides a forum to get people interested in the neighborhood, where issues can be discussed and information distributed. It provides a structure to organize volunteers and is an official entity to access the City and influence decisions. It can also serve to generate funds for neighborhood improvement projects through fund raisers, dues, assessments, or donations.

While dues are not mandatory in a voluntary association, some nominal contribution should be expected of members as a showing of their commitment to the success of the association. Groups usually include homeowners, renters, apartment dwellers, and representatives from neighborhood businesses, churches, and schools interested in partnering to improve conditions in the neighborhood.

Benefits of an Association

When asking neighbors to organize, residents must first be shown some of the reasons and benefits for forming a neighborhood association. Neighborhood associations:

- Supply a channel to meet neighborhood goals.
- Unify the voice of the community (A collective voice is a stronger voice.).
- Provide an effective communication link with the City.
- Serve as a tool in preventing neighborhood decline.
- Provide a sense of security as neighbors get to know one another.
- Increase awareness of decisions that impact the neighborhood.
- Help bring people together through socializing and working toward neighborhood improvement goals.

Talk to other neighbors to determine if there is an interest in starting a neighborhood association. Talk about your concerns. Find people on your block, places of worship, at the schools, at shopping centers, or in stores. For many people this is a difficult first step. Do not be afraid or embarrassed. You will find that there are many people who share your concern with building and maintaining a safe and healthy neighborhood. Most people would love an opportunity to talk about the issues they see in their neighborhood. On the rare occasions that you find someone not interested in the organizing effort, simply thank them for their time and knock on the next door.

Examples of Types of Associations

Neighborhood Association

This type of association generally includes the residents and businesses within a specifically defined area. Neighborhood associations generally include residents who join together for the betterment of their subdivision or neighborhood. Membership includes homeowners, renters, and businesses within the defined neighborhood boundaries. A voluntary homeowners association means that owners do not have to be a member of the association. These associations do not have any authority to force lot owners to do anything. The issues of a neighborhood association are broad based, addressing residential and business concerns impacting the specific community. (Dues are commonly used to pay for things such as meeting notices, neighborhood parties, directories and expenses.)

Neighborhood Watch

A Neighborhood Watch is an organized group of residents devoted to crime prevention within a neighborhood. In other words, neighborhood watch is a crime prevention program under which members of a given community agree together to keep an eye on one another's property, patrolling the streets and reporting suspicious incidents to the police. The purpose of Neighborhood Watch usually includes educating residents of a community on security, safety and achieving safe and secure neighborhoods. When a criminal activity is suspected, members are strongly encouraged to report it to authorities and not to intervene.

Community Emergency Response Team (CERT)

The CERT program educates citizens about disaster preparedness for hazards that may impact their area. This program provides training in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

Home Owners Association (HOA)

This type of association is formed when the subdivision is planned and people who buy houses there are informed before purchasing the house. When the subdivision is platted, deed restrictions are also filed that have specific rules as to what owners can and cannot do with their property. A mandatory homeowners association means that owners automatically belong to the association and must pay dues. Dues are used for the maintenance of common areas and screening walls as well as landscaping medians, for example. These associations have the authority to enforce rules and regulations and may be able to place liens against an owner's property if the owner is not paying dues.

Tenants' Association

This type of association has members who are renters in multi-unit complexes. Members address issues relevant to the neighbors that reside in the complex.



***Energy and persistence conquer all things.
~Benjamin Franklin***

CHAPTER 2

ORGANIZING YOUR CORE GROUP

You cannot organize or reactivate a neighborhood association alone. You will need help. An association may begin informally with just a few people and gradually evolve into an organized group with common interests.

Hold an organizing meeting

To get started, you need a small group (core) of committed neighbors to form the association. The number of people needed will depend on the size of the area you want to organize. The core group may start with neighbors who have not been part of an organized group before or from Neighborhood Watch members who have an interest in expanding their neighborhood goals. Neighbors who have an interest and are excited about the process make up your core group.

When you have a commitment from five to ten people, set up a meeting at a comfortable place, such as someone's home to discuss your goals and plan of action. Do this quickly, before your contacts lose interest. Explain to the potential committee members what you have in mind and what you want them to do. With this group, decide on issues that are most pressing, most extensive and the most easily solved. Discuss the need for a structured association to deal with concerns and long term goals. Also, talk about how to get other people involved. Set a date to meet and plan your next steps for organizing the association.

This is the beginning and core of your neighborhood association. Keep lines of communication open among the core group and effectively communicate the plans, goals, and activities to the neighborhood via newsletter, flyers, e-mail, or a phone tree. Delegate responsibilities to as many core group members as possible to ensure buy in and excitement about the new organization.

Core Group Meetings

- Define the purpose of the meeting.
- Develop an agenda in cooperation with key participants.
- Choose a location suitable to your group's size. Small rooms with too many people get stuffy and create tension. A larger room is more comfortable and encourages individual expression. If possible, arrange the room so that members face each other, for example, a circle or semi-circle. For large groups, try U-shaped rows.
- Choose an appropriate meeting time. Set a time limit and stick to it, if possible.
- Distribute the agenda and circulate background material, lengthy documents or articles prior to the meeting.
- Remember that members have other commitments. They will be more likely to attend meetings if you make them productive, predictable and as short as possible.

- Use visual aids such as posters and diagrams for interest. Post a large agenda up front for attendees to reference. Be sure everyone knows where and when the next meeting will be held.

During the Meeting

- Greet members and make them feel welcome, even late members when appropriate. If possible, serve light refreshments; they are good icebreakers and make your members feel special and comfortable. Start on time and end on time. Review the agenda and set priorities for the meeting. Stick to the agenda, and encourage group discussion to get all points of view and ideas. You will have better quality decisions as well as highly motivated members; they will feel that attending meetings is worth their while.
- Encourage feedback. Ideas, activities and commitment to the organization improve when members see their impact on the decision making process.
- Keep conversation focused on the topic. Feel free to ask for only constructive and non- repetitive comments. Tactfully end discussions when they are getting nowhere or becoming destructive or unproductive.
- Keep minutes of the meeting for future reference in case a question or problem arises.
- As a leader, be a role model by listening, showing interest, appreciation, and confidence in members. Admit mistakes.
- Summarize agreements reached and end the meeting on a unifying or positive note. For example, have member's volunteer thoughts of things they feel have been positive during the organizing effort.

After the Meeting

- Write up and distribute minutes within 3 or 4 days. Quick action reinforces importance of meeting and reduces errors.
- Discuss any problems during the meeting with other officers. Come up with ways improvements can be made.
- Follow-up on delegation decisions and see that all members understand and carry out their responsibilities.
- Give recognition and appreciation to excellent and timely progress. Put unfinished business on the agenda for the next meeting.
- Conduct a periodic evaluation of the meetings. Note any areas that can be analyzed and improved for more productive meetings.
- Use the above meeting tips for planning and conducting your neighborhood meetings as well. How your association conducts its meeting will attract potential members if done right. There are many ways to make meetings productive and efficient. Evaluate what works for your group and make adjustments when necessary. Remember that effective meetings will keep people coming back!



***Make no little plans; they have no magic to stir men's blood...
Make big plans, aim high in hope and work.
~Daniel H. Burnham***

CHAPTER 3

PLANNING THE NEIGHBORHOOD MEETING

Use the outline below to plan your first meeting. Be careful to cover all areas listed. Do not be afraid to assign tasks. Make each task clear to the person(s) responsible. At the conclusion of your meeting, review who has been assigned each job. Make sure that everyone understands what needs to be done. It is important that the meeting be well organized and run smoothly. A well-run meeting is the beginning of a successful neighborhood association.

- Plan a strategy for getting people to come to the first meeting.
- Plan how to present the issues as the core group sees them.
- Explain why you see the need to organize a neighborhood association.
- Explain what you hope the association will accomplish.

Determine what to discuss at your large group general meeting

At your planning meeting discuss with the group your ideas for starting a neighborhood association. Allow time for all the neighbors at this meeting to share their thoughts. Also discuss how you will present your ideas to the larger group at your first general meeting. How can you entice your neighbors to attend the general meeting and provide input and share ideas? You might include the following question for your group to discuss:

- Why do you want or need to organize a neighborhood association?
- What are the positive things to maintain and common problems to resolve in our neighborhood that a neighborhood association may help solve?
- How can we affect the health or livability of our neighborhood?
- What other things do you want the neighborhood association to accomplish?

Finding a Place to hold the meeting

Try to estimate the number of people you expect at your first general meeting and then look for a meeting space to fit that number. It is important to keep the meeting place as neutral as possible for all of the attendees expected. Possible sites include:

- Schools (public and private)
- Places of worship
- Private homes
- Community centers
- City Hall
- Non-profit organization centers
- Restaurant meeting rooms

When arranging for a meeting space, ask if there is a cost associated with the use of the facility. Schools and colleges often charge a fee and/or require a permit. You can arrange for usage of the facility through the school's administrator or principal. Be sure that your meeting space can accommodate people with disabilities. If your neighborhood is racially and ethnically diverse, consider translators for those potential attendees.

Draft a plan for what is to occur at your meeting

To be successful, it is important that the first general meeting run as smoothly as possible. To ensure its success, discuss the following:

- What roles should the core group take during the larger first meeting?
- Encourage active participation from all newcomers. Do not present just your ideas as the final decision for the group at large. They are only your opinions. Seek input on the ideas as they are presented to the group. This will help the group to feel like they "own" the idea or strategy as well.
- Allow people at the meeting to feel that their ideas and input are welcome. A sense of belonging is crucial in getting the attendees to return and become even more active in the group.

The meeting agenda

The most important aspect of running a meeting is having a solid, well-planned agenda. List the agenda topics and the order in which they are to be discussed by the group. Decide at the planning meeting who will draft and reproduce the agenda. Your agenda should include the following items:

- Introductions of all people present. It may also benefit the group for each individual to identify their address and association with your neighborhood. Individual introductions may take place at the first group meeting. However, at future meetings individual introductions should be reserved for only the new people attending thereafter.
- Clearly state the purpose of the meeting. It is important that you explain why you are interested in forming a neighborhood association. Compile a goals list to be part of the agenda for each meeting.
- Address areas of concern or importance to the members of the core group. This will provide a staging area for discussion by all of the citizens in attendance. Be careful not to appear as "lecturing" to the attendees. This will turn them off from the entire process.
- Set aside ample time for socializing. Generally, this would be held at the beginning of the meeting. However, it can be held at either the beginning or the end. You might prepare several "ice-breaker" exercises to help the attendees mix more freely. Refreshments are a good idea for your first meeting.



Publicize your meeting

The best-planned meeting can be successful only if you have people in attendance. The way to get people to attend your meeting is to publicize. You do not have to be a local personality or a great writer to do successful public relations. Just remember to include all pertinent information in your publicity. Remember to answer the questions of what, when, where and why. If possible, include a phone number for people who have questions about the meeting or are interested in future meetings but cannot make the first meeting.

Staging your meeting

The first meeting will be one of the most important meetings for your new group. This may be the first general meeting of neighbors. The original planning meetings were only stepping-stones. Now is the time for your hard work to become reality. Create a checklist to ensure that you have the meeting “tools”:

- Sign in sheet to collect the names and addresses of those in attendance
- Copies of the agenda
- Handouts
- Area map
- Contact information for core group

Determine logical neighborhood boundaries

Contact the Office of Neighborhood Support to view a map of your area or subdivision. You have the option of starting with a small area and enlarging your boundaries as interest in the association increases

When developing boundaries, it is important to define an area where there are common interests and goals and where residents feel they have some identity with each other. This usually means at least some of the following are present:

- The area is bounded by strong barriers such as major roads, rivers, railroad tracks, open space/parks, or a major change in land use such as a change from residential to industrial. This is often the boundaries of the original subdivision.
- There are similar housing styles.
- People use common schools and shopping areas.
- There are common goals, issues and interests.

These items are important, but the most important element is a perception of “neighborhood.” Again, this could be the boundaries of your original subdivision. If there are areas where residents perceive themselves as having different goals and interests, even if all other elements are present, they should think about forming their own association. If they are included, it can mean constantly working out differences to accommodate two sets of goals.





***Few things help an individual more than to place responsibility upon him,
and to let him know that you trust him.
~ Booker T. Washington***

CHAPTER 4

CHOOSING YOUR LEADERSHIP

One key to a successful association is the selection of the officers and board members. The officers may be members of the core group who initiated efforts for beginning the association, or other members of the neighborhood. Officers are typically board members as well, but your board should include at large members. Consider the following characteristics when choosing your officers:

- Does this person have the respect of the neighbors?
- Does this person have a sense of the community?
- Does this person inspire confidence?
- Does this person have the ability to relate both to the group and others on an individual basis?
- Does this person have an understanding of the group process and the leader's role in this process?
- Does this person seem to have a feel for the democratic process? (No one wants a dictator!)
- Does this person have the ability to listen?
- Does this person have the ability to articulate the group's desires and positions?
- Is this person logical, reasonable, self motivated, and have the ability to motivate others?

An important and often overlooked aspect of organizing is considering the attributes you DO NOT want in your association officers:

- An officer should not be a "know-it-all" dictator.
- An officer should not be serving on the board in a position of power out of personal dysfunctional behavior.
- An officer should not be a rude or obnoxious person, who regularly demonstrates this behavior in the meetings.

Board of Directors

It is important for your neighborhood association to remain as inclusive as possible. Therefore, any person who is a resident or property owner within the neighborhood association boundaries, or who meets the criteria as set forth in your association's by-laws, is a prospective member and will be able to participate in your association.

Elections should be held annually for your neighborhood association to select a Board of Directors. The board will handle the business of the neighborhood association throughout the upcoming year. Your association's bylaws should specify the positions and the general framework of your electoral process. The "job" descriptions outline the responsibilities of the board and other individual officer positions. In addition to the roles listed below, board members may be selected at large to represent the general membership. The number of board members may vary. Other roles and descriptions may be added based on the needs of your neighborhood.

President

- Oversees the schedule of meetings and activities.
- Coordinates the activities of officers, leaders, and committees.
- Appoints committees as needed. The chairperson is an ex-officio member of all committees except the nominating committee.
- Represents the association in a public capacity
- Arranges for a regular meeting time and place each month.
- Reviews tasks and makes assignments.
- Develops a meeting agenda.
- Contacts each person who has a part during the meeting and encourages him/her to be prepared.
- Arrives at least 30 minutes before the meeting to set up the room.
- Exhibits good leadership qualities and is a role model to the members of the association.

Vice President

- Assists the chairperson.
- Presides at meetings and performs other duties in the absence of the chairperson.
- Arrives at least 30 minutes before the meeting to set up the room.
- Introduces new members and guests at meetings

Secretary

- Keeps complete and accurate minutes of all meetings.
- Reads letters of information or any other correspondence to the group.
- Writes letters for the association.
- Maintains current and comprehensive membership records.
- Contacts members who have missed several meetings and extends an invitation for them to attend the next meeting.

Treasurer

- Keeps accurate records of all receipts and expenditures of association funds.
- Plans a budget and presents to the association for approval.
- Pays bills as approved by the association in a timely and accurate manner.
- Gives a financial report at each meeting or as requested by the chairperson.
- Prepares financial report for the year and presents it to the association.
- Provides written and financial reports for the Secretary to include with the minutes.



Crime Prevention/Public Safety Chair

- Works with the WVC Neighborhood Services Office and WVCPCD Community Response Unit.
- Act as a liaison between the Chairperson of the active Neighborhood Watch groups in the neighborhood.

Emergency Preparedness Chair

- Works with the WVC Neighborhood Services Office and WVCFD Prevention Bureau and the West Valley CERT Association.
- Act as a liaison between the Neighborhood CERT Coordinators in the neighborhood.

Publicity Chair and/or Newsletter Editor

- Responsible for overseeing production and distribution of the association's newsletter.
- Responsible for overseeing social media accounts.
- Responsible for overseeing website.

If the association maintains a monthly newsletter, this position can become quite overwhelming. Sometimes it will benefit the group to appoint a vice chair for this position.

Valley View / Hunter Hills Neighborhood Watch

MEETING UPDATE - APRIL 13

Neighborhood Watch members met at JoAnne Steele's home on April 13 with City Councilmember At-Large Corey Rushton, who was there to answer questions from the group. Those in attendance appreciated his willingness to answer questions and discuss the issues facing West Valley City. Thank you to the Steele's for their hospitality.

MEETING UPDATE - MAY 8

A large meeting was held for the neighborhood on May 8 at the West Valley City Community Preservation Building (Animal Shelter) in the community room. With Hunter Library being closed for remodeling, a different location was needed.

Mayor Ron Bigelow spoke with the group about the state of the City and took questions from those in attendance. We are grateful for him taking time to meet with our neighborhood members. We are also grateful to those who were able to attend this great meeting.

KNOW YOUR NEIGHBORS

Make a point of trying to get to know ALL your neighbors. Then we can get a better sense of when something doesn't seem quite right—someone hanging around who doesn't seem to have a reason, for example, and call the police non-emergency dispatch number to report it at (801) 840-4000.



GRAFFITI

There are several ways to report graffiti in the city. Please report graffiti as quickly as possible.

- The hotline number to leave a voice mail message with is (801) 963-3467.
- You can also send a text message with a photograph to (801) 509-2702.
- You can also email graffiti@wvc-ut.gov.

The quicker graffiti is removed the less likely it is to reappear!

ILLEGAL SIGNS

We have all seen "Yard Sale" or "We Buy Houses" signs along the sides of the street, nailed to a power pole or taped to a street light. These signs are almost always considered illegal by the city. Please help us keep our neighborhood clear of these signs. Wait for a couple days, and take them down, it only takes a moment of our time. You can also report these signs to Code Enforcement at (801) 963-3289.

PRESCRIPTION MEDICATION DISPOSAL

Keeping old or unused prescription medications in our house can be hazardous. It is best to SAFELY dispose of these drugs so they can not do harm to our loved ones. The city has 2 safe disposal locations available to the public.

Public Safety Building
3575 South Market Street
Monday - Sunday
7:00 am - 9:00 pm

Police West Substation
5315 West 3100 South
Monday - Thursday
7:00 am - 5:00 pm



We look out for each other!

Newsletters are an important communication tool and should be made available to residents in multiple formats (print and electronic).
Contact the Neighborhood Services Office for help.



***Time is what we want most,
but use worst.
~ William Penn***

CHAPTER 5

EFFECTIVE MEETINGS

There is nothing more frustrating than sitting through a meeting that's pointless and seems endless. Unproductive meetings waste everyone's time and make people angry. If meetings rarely start on time or are dominated by a few people, members will become frustrated and stop coming to meetings. When meetings are run well and the agenda is followed, members will feel more willing to participate in other activities of the association. Some guidelines to keep your meetings on track are as follows:

Set an Agenda

- Let the people attending the meeting know what they need to bring and what you want to accomplish.
- Ask members beforehand what they want to have discussed during the meeting. This will make them feel more involved and committed.
- Before you finalize the agenda, ask yourself some questions: What is the current situation? What result is needed? What decisions should come out of the meeting? If you can agree upon goals before the meeting, sidetracking and peripheral discussion will be kept to a minimum, the group will stay focused, and you will be better able to control the flow of discussion.

Managing the Meeting

- Start the meeting on time! Don't penalize those who arrived on time by making them wait for latecomers. Go ahead and start the meeting with less important agenda items. By doing this, you will reinforce the behavior of those who arrive on time without excluding those who are late.
- Make sure someone takes the minutes or records the meeting.
- It's important to create a climate in which all opinions are valid and valued. Many people are too quiet or shy to speak up even though they sometimes have a very good point to make or issue to bring up. Gently encourage those people to be involved or share their opinions or ideas.
- A good way to get everyone involved is to poll all members present. This forces the silent members to provide their input.
- On the flip side, there are those members who dominate the meeting. They can be overpowering, aggressive or violate other people's rights. The best way to handle this is to demonstrate control and assertiveness. Do not ignore them or give them negative feedback which will only lead to further problems. Instead, confront the problem. To calm this person make direct eye contact and turn your body toward them so that they know that you are listening. If they know that you are paying attention to them they won't have to resort to negative approaches to get your attention.

Dealing with Different Personalities at Meetings

Problem: Broken Record

Solution: Use group memory or the minutes of the meeting to remind Broken Record that the point is noted. When a point is being discussed too long, summarize or suggest tabling the question for a later time

Problem: Teacher's Pet

Solution: Be encouraging, but break eye contact.

Problem: Know-It-All

Solution: Remind the group that all members have expertise. That's the reason for the meeting

Problem: Attacker

Solution: Thank the attacker and ask the rest of the group for their opinion on the situation.

Problem: One Man Show

Solution: Interrupt the One Man Show with a statement giving credit for his contribution, but politely ask him to hold his other points until later. Ask if anyone would like to take up one of these points.

Problem: The Drifter

Solution: The Drifter goes from subject to subject. Interrupt, give them credit for their idea but explain that it is important to follow the agenda. The topic may be discussed after the meeting or placed on the next agenda.

Closure

Try and make sure that when everyone leaves the meeting they feel as if something has been accomplished. They should end with a plan of action. Be sure that everything was specific enough that everyone knows what is going on and what was decided. At the end of the meeting give a brief overview and answer people's questions.



Tips for Participating Assertively in Meetings

Timing

Before you decide when to contribute your opinion, consider all the issues that are raised. Decide on your top-priority issues and focus your comments on them. There's no point being assertive just for the sake of being assertive. Focus on the result you want, but be sensitive to other people's needs and priorities.

Tone

The way you present your opinion or contribution is also important. Be clear and assertive. Don't preface your remarks with "This is only my opinion." This will detract from the power of your remarks, and you will lose credibility.

Tact

Tact is very important especially when you are taking a position that is contrary to what the group wants to do. An effective tactic is to acknowledge the value or truth of what another person has said and then continue with your own view. This allows you to get your point across without making the other person lose face.

Parliamentary Procedures for Meetings

Robert's Rules of Order is the standard and most recommended resource for running discussion and decision making among members of a group. These rules outline and define the rules of parliamentary procedure. Copies of the rules are available at most bookstores and libraries. Having standard rules help meetings to run more quickly and smoothly. Your group is free to modify the rules or to find another suitable process, but most organizations adopt Robert's Rules of Order.

Overview of Robert's Rules:

1. **Make a Motion:** To introduce a new piece of business or propose a decision or action, a motion must be made by a group member ("I move that..."). A second motion must then also be made ("I second it."). After limited discussion the group then votes on the motion. A majority vote is required for the motion to pass.
2. **To Postpone an Item Indefinitely:** This tactic is used to kill a motion. When passed, the motion cannot be reintroduced at that meeting. It may be brought up again at a later date. This is made as a motion ("I move to postpone indefinitely..."). A second is required. A majority vote is required to postpone the motion under consideration.
3. **To Amend a Motion:** This is the process used to change a motion under consideration. Perhaps you like the idea proposed but not exactly as offered. Raise your hand and make the following motion: "I move to amend the motion on the floor." This also requires a second. After the motion to amend is seconded, a majority vote is needed to decide whether the amendment is accepted. Then a vote is taken on the amended motion. In some organizations, a "friendly amendment" is made. If the person who made the original motion agrees with the suggested changes, the amended motion may be voted on without a separate vote to approve the amendment.
4. **To Commit a Motion:** This action is used to place a motion in committee. It requires a second. A majority vote must rule to carry it. At the next meeting the committee is required to prepare a report on the motion committed. If an appropriate committee exists, the motion goes to that committee. If not, a new committee is established.
5. **To Call for the Question.** To end a debate immediately, the question is called ("I call for the question") and the action needs a second. A vote is held immediately (no further questioning is allowed). A two-thirds vote is required for passage. If it is passed, the motion on the floor is voted on immediately.
6. **To Table a Discussion.** To table a discussion is to lay aside the business at hand in such a manner that it will be considered later in the meeting or at another time ("I make a motion to table this discussion until the next meeting. In the meantime, we will get more information so we can better discuss the issue.") A second is needed and a majority vote is required to table the item under discussion.
7. **To Adjourn a Meeting.** A motion is made to end the meeting. A second is required. A majority vote is then required for the meeting to be adjourned.



In small committee meetings, only four motions are needed:

- To Introduce
- To Change a Motion
- To Adopt
- To Adjourn

Board and committee chairpersons might want to get some training in meeting facilitation and in using parliamentary procedure. The following summary on motions will help you determine when to use the actions described in Robert's Rules of Order.

- A main motion must be moved, seconded, and stated by the chair before it can be discussed.
 - If you want to move, second or speak to a motion, stand and address the chair.
 - If you approve of the motion as it is, vote for it.
 - If you disapprove of the motion, vote against it.
 - If you approve of the idea of the motion but want to change it, amend it or submit a substitute for it.
 - If you want advice or information to help you make your decision, move to refer the motion to an appropriate quorum or committee with instructions to report back.
 - If you feel they can handle it better than the assembly, move to refer the motion to a quorum or committee with the power to act.
 - If you feel that the pending question should be delayed so more urgent business can be considered, move to lay the motion on the table.
 - If you want time to think the motion over, move that consideration be deferred to a certain time.
 - If you think that further discussion is unnecessary, move the previous question.
 - If you think that the assembly should give further consideration to a motion referred to a quorum or committee, move the motion be recalled.
 - If you think that the assembly should give further consideration to a matter already voted upon, move that it be reconsidered.
 - If you do not agree with a decision rendered by the chair, appeal the decision to the assembly.
 - If you think that a matter introduced is not relevant to the matter at hand, a point of order may be raised.
 - If you think that too much time is being consumed by speakers, you can move to limit the time of such speeches.
 - If a motion has several parts, and you wish to vote differently on these parts, move to divide or split the motion.

Brookland Neighborhood Civic Association

Meeting Agenda – September 17, 2013

Howard Divinity School, 7pm

1. Welcome
2. Treasurer's Report
3. Business
 - a. Catholic University Relations – Larry Morris, CUA
 - b. BMS/Turkey Thicket Park Update – Debee Yamamoto
 - c. Upcoming Community Events & Cleanups
 - d. Reincorporation Process Discussion
4. Community Concerns & Other Announcements
5. Adjournment



Brookland Neighborhood Civic Association
www.brooklandcivic.org

Agendas should be made available at every meeting. They should be simple, yet detailed enough to keep the discussion moving.



***Put not your trust in money,
but put your money in trust.
~ Oliver Wendell Holmes, Sr.***

CHAPTER 6

OPENING A BANK ACCOUNT

If your neighborhood association accumulates money, you may want to open a bank account. To open an account, you must first obtain a Tax Identification Number. A tax identification number is a federal tax number that is filed with the IRS.

To receive a tax identification number follow these steps:

- **APPLY BY PHONE**
Taxpayers can obtain an EIN immediately by calling the Business & Specialty Tax Line (800-829-4933). The hours of operation are 7:00 a.m. - 10:00 p.m. local time, Monday through Friday. An assessor takes the information, assigns the EIN, and provides the number to an authorized individual over the telephone.
- **APPLY BY MAIL**
The processing timeframe for an EIN application received by mail is four weeks. Ensure that the Form SS-4 contains all of the required information. If it is determined that the entity needs a new EIN, one will be assigned using the appropriate procedures for the entity type and mailed to the taxpayer.
- **APPLY ONLINE**
The EIN application (<http://www.irs.gov>) is another avenue for customers to apply for and obtain an employer identification number. Once all the necessary fields are completed on the online form, preliminary validation is performed and the taxpayer will be alerted to information IRS needs that may not have been included. An EIN will be issued after the successful submission of the completed Form SS-4 online.
Please note that not all business entity types may use this method.

Other guidelines that may be required for opening a bank account:

- Identification, such as a driver's license, credit card or passport, is required to open any type of account.
- Along with your tax ID number, you will need other papers proving the legitimacy of your organization.
- You must bring a copy of your bylaws or minutes of your first meeting if you are not a corporation or do not have non-profit status. You must also state the names and titles of people who can conduct business for the organization.
- If you are a non-profit corporation, you must bring the corporate resolution form, sealed by the state, proving non-profit status.
- Not all non-profit organizations will receive a waiver of service charges. The bank waives service charges to organizations that provide a necessary public service. The decision to waive the charge is at the discretion of the individual bank. If you are not a non-profit business, there is no waiver of service charge.
- Signature cards must be signed by the current secretary of the neighborhood association along with anyone else who will be signing on the bank account.

Contact your local banking institution for assistance with this process. Another good resource is the Utah Nonprofits Association @ www.utahnonprofits.org



***To most of you, your neighbor is a stranger...
you can't be a stranger to any guy who is on your team.
~ John Willoughby***

CHAPTER 7

RECRUITING & MAINTAINING MEMBERS

Recruiting new members to the group can be a challenge, but it is only half the battle. The other half is keeping them involved in your organization. For every member who is active in the association, there are probably two who would be involved if they were properly motivated or enticed. Keeping the interest and involvement of neighbors in their association is a continual challenge faced by every neighborhood group.

The following are ideas to keep in mind as you recruit new members.

- Help new members find a place in the association. Not everyone is a self-starter. Many will offer to help but have no idea where to begin. Develop a list of volunteer activities that includes a job description and approximate time commitment for each task. This will be a great start for your new members.
- Always welcome new people and attempt to make them feel at ease with the group. Officers and board members should watch for new faces at each meeting and welcome them enthusiastically. Each new or potential member should be introduced to someone who lives near them or shares a similar interest. Designate an official “greeter” at every meeting.
- Avoid the appearance of cliques. New members who see the same people running every project will feel excluded and may not return. Appoint people who are not part of the core group to positions of leadership. Sensitivity to this issue is central to creating a sense of belonging among group members.
- Encourage new ideas and input in all levels of the organization. This is often most difficult for people who long have been involved in the association or neighborhood and are more knowledgeable about the area than newcomers. People coming into a situation for the first time, however, are able to see things in a new light and can offer new solutions to old problems. They just might have the answer that you have been seeking. New perspectives can assist the whole group in problem solving.
- Every meeting should exemplify the strongest commitment to organization. Busy people will not attend meetings or involve themselves in organizations they consider a waste of time. Organization will also endow the association with a sense of accomplishment from the outset. Create a written agenda before each meeting and stick to it.
- Maintain current membership records. Keep a file that lists members’ names, addresses, phone numbers, family member names, occupations, special talents, concerns, areas of interest, etc.
- Enjoy yourself and have fun. The work of the neighborhood association should not be boring drudgery. Sponsor parties and celebrations to get to know your neighbors better. Have events that appeal to all, including children. This will foster a strong sense of community spirit among your neighbors.

Tips for Maintaining Interest

- Be realistic in your expectation of the members. Neighbors have to work and have other priorities that may limit their participation.
- Stay focused on a few well-defined goals or projects. Too many projects may frustrate or dilute your volunteer resources.
- Be sure to set attainable and realistic goals. Include a time line and identify individual and/or committee responsibilities.
- Celebrate your successes, even if it means doing it one step at a time.
- Be sure to publicly recognize members for their efforts and accomplishments. Recognize efforts in your newsletter.
- Try to incorporate “fun” into your meetings or projects. Humor helps too!
- Ask specific neighbors for help or their involvement. Sometimes all it takes is asking a neighbor to do something. They may be willing if asked, but may not volunteer or speak up when an “all call” for help is issued.
- Find out what is important to your member(s) and try to get them involved in committees or projects involving their interest.
- Delegate important tasks and assignments.
- Ask neighbors what their concerns are and respond quickly to those issues when and if possible.
- Anytime a hot issue comes up, call as many neighbors as possible to ask their opinions.
- Create a buddy system or “neighbor mentor” to make newcomers feel more welcome and important to the association.
- Have the president or another board member personally visit all new members to encourage their involvement.
- Publicize your association meetings well in advance. Include what will be on the agenda.
- Start and finish meetings on time. Respect the time and commitment of members attending the meeting.
- Keep meetings on track and to the point. Summarize the results of decisions and actions at the end of the meeting so that members leave with a sense of accomplishment.
- Be creative with your meetings. Perhaps ask neighbors to share what they do for a living; often neighbors have no idea what each does for a living. Promote using the businesses and services of neighbors with no perks attached or expected discounts for services, etc.
- Publish a newsletter to keep the neighborhood informed and focused. Include a classified section for neighbors to promote their businesses or sell items.
- Meetings are not the only way to bring neighbors together. Organize a social function by delegating the event to a special committee.
- Sponsor clean-up days. If possible, take one street at a time so that the clean-up seems manageable and can be accomplished in the morning.
- Respond to concerns and questions as quickly as possible.
- Involve the youth in the neighborhood in activities and events. Many times, kids are able to get their parents involved easier than the association.
- Provide useful and meaningful information at your meeting. Contact your Office of Neighborhood Support for information on City services useful to your neighborhood.
- Always thank members for their participation and leadership, including showing appreciation to committee chairs and members.



- Listen to what members are saying. Often, all a member may want is for someone to listen.
- The president and/or board should delegate authority and be supportive. Let the committees do their jobs. Respect their decisions.
- Create a telephone chain or communication system that makes it possible for the association to keep its members informed.
- Volunteers always appreciate incentives and rewards. Some examples are recognizing and thanking a specific person or persons at a general meeting, acknowledging someone's efforts in your newsletter, or neighbors' cooking dinner or cake/cookies for someone. Incentives and rewards do not have to cost a lot. Use your imagination and creativity.

***Many people fail in life, not for lack of ability or brains or even courage
but simply because they have never organized their energies around a goal.
~ Elbert Hubbard***

USE A SMART STRATEGY FOR GOAL SETTING

Research shows that specific and challenging goals lead to better performances.

- | | | |
|---|------------|---|
| S | Specific | Your goals should be as specific as possible and answer the questions:
What is your goal?
How often or how much?
Where will it take place? |
| M | Measurable | How will you measure your goal? Measurement will give you specific feedback and hold you accountable. |
| A | Attainable | Goals should push you, but it is important that they are achievable.
Are your goals attainable? |
| R | Realistic | Is your goal and timeframe realistic for the goal you have established? |
| T | Timely | Do you have a timeline listed in your goal?
This helps you be accountable and helps in motivation. |

Goal statement:

Why is this goal important:

What is needed to accomplish this goal:

Action Plan

ACTION

OWNER

DUE DATE

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____



***The indispensable first step to getting what
you want in life is this: decide what you want.
~ Ben Stein***

SETTING GOALS

CHAPTER 8

A unifying vision or purpose for your neighborhood provides direction for setting goals that will make the vision a reality. Determine the needs of your neighborhood through meetings and personal discussions with neighbors during a neighborhood walk. After you construct a list of possible needs, discuss them in reasonable depth to identify the issues. When you have identified the issues, discuss each one and agree on the priority of each issue. Sort the issues into short-term or long-term projects and begin to evaluate how your association would like to approach each issue.

In developing your neighborhood projects, focus on a specific issue that will demonstrate action and results and that will be visible in the neighborhood. Get the whole community behind the project by promoting the issue as much as possible. This will provide lots of participation for you to establish a large membership base. If you are successful in achieving your goals or effecting change on a single issue, it demonstrates that your association is an effective group. This establishes the credibility and worthiness of your association, characteristics which are important to long-term survival. Unfortunately, one problem with concentrating on a single issue is that when that problem is solved, everyone leaves.

Therefore, it is important to introduce other issues at the same time and get people to work on them in addition to the main issue. As each issue is resolved, focus on new, short-term and long-term projects. Most importantly, do not forget to celebrate!

The following is a list of possible short- and long-term projects:

- Neighborhood Clean-up
- Community Garden, tree planting, flower planting
- Back-to-school party and school supply drive
- Neighborhood scrapbook or video
- Crime watch program
- Scholarship exchange (Example: Ex-boxer in the neighborhood sets up an afternoon boxing program for neighborhood kids. The kids mow and care for his yard).
- Block party or festival
- Neighborhood entrance signs
- Security lighting
- Tool lending libraries
- Tutoring program for youth
- Neighborhood cook-out, picnic, or potluck
- National night out celebration
- Holiday celebration
- Neighborhood t-shirts

- Yard of the month award
- Neighborhood newsletter, web site, directory, or telephone/email tree
- Paint /fix up projects
- Speakers on topics of interest to the neighborhood
- Philanthropic projects, such as “adopting” a family who needs help with Christmas dinner

Evaluate the association’s progress to recognize successes, detect problems and suggest improvements. In planning projects, keep momentum with a list of projects and activities that will maintain participation and interest. The best approach is to plan around a calendar. Do not suffocate your members with more projects than time will allow. Choose a pace and stay consistent. Slow progress is often better than no progress at all, but keep in mind that one large gap in activity could cost you the participation of a large majority of your membership because of lack of interest. Be careful how you plan and coordinate all projects. Keep people involved in all levels and give people specific jobs (with specific time frames) to do. Everyone is willing to contribute a little bit of time. Do not give too much responsibility to one person when it can be easily delegated to several.

Finally, celebrate your accomplishments!



***There is one thing better than good government,
and that is government in which all people have a part.
~ Walter Hines Page***

BUILDING SOCIAL CAPITAL CHAPTER 9

Social Capital refers to those stocks of social trust, norms and networks that people can draw upon to solve common problems. Networks of civic engagement, such as neighborhood associations, and sports clubs are an essential form of social capital. This is the “glue” that holds a neighborhood together. It works in the in-between spaces bringing people and resources together. Social Capital is the web of relationships giving a neighborhood a sense of community and belonging. Every neighborhood has Social Capital. Most neighborhoods have more Social Capital than they think they do.

Think of Social Capital as resources or assets to be called upon to strengthen and stabilize the neighborhood. These assets and resources are the foundation, bricks, and mortar to building up the neighborhood and those who live, work, play, learn and shop in it. Social Capital is both inside and outside the neighborhood. It bridges across neighborhoods and links up and down to connect the neighborhood with the larger community, the nation, and the world. Social Capital is people, resources, churches, businesses, organizations, non-profits, schools, and events and happenings. Social Capital is you.

Here are some examples of actions, both large and small, that we can take every day to build Social Capital. Read the list and add some of your own!

- Go for a walk, invite a neighbor.
- Invite friends to take a hike, go snowshoeing, or cross-country skiing.
- Attend gallery openings.
- Write personal notes when inspired to neighbors and friends.
- Form a fitness/health group with your friends or co-workers.
- Organize a town-wide yard sale.
- Visit a local nursing home, day care center, or group home.
- Start a children’s story hour at your local library.
- Go to the next church supper or community potluck in your town
- Slow down enough to chat with your neighbors as you all sort your trash at the Recycling Center
- Volunteer to deliver Meals-on-Wheels in your neighborhood.
- Become a story-reader or baby-rocker at your local childcare center or neighborhood pre-school.
- Read your local newspaper, faithfully.
- Join a book club discussion.
- Raise funds for a new town clock or new town library. Go to your town dump.
- Take a pottery class with your children or parent(s). Read to your children.
- Go to or organize community bandstand event. Build a neighborhood playground.
- Assist with or create your town’s newsletter.

- Join other people walking in the mall in early morning – and don't forget to stay for coffee.
- Organize a neighborhood litter pickup.
- Invite your friends and colleagues to help with a home renovation/building project.
- Sing in a choir.
- Make a point to help those in need –open the door for someone who has his or her arms full.
- Help the kids on your street construct a lemonade stand.
- Bike, walk or motorcycle to support a cause...and have fun meeting new people. Bake some cookies and bring to your new neighbors with a list of important community phone numbers.
- Go to a Contra Dance.
- Become a Big Brother or a Big Sister.
- Stand on the corner of Main Street holding a sign for the candidate of your choice.
- Attend your town meeting.
- Register to Vote and Vote.
- Support your local merchants.
- Volunteer your time anywhere.
- Take Dance lessons with friends.
- Be a mentor for someone of a different ethnic or religious group than you. Volunteer in your child's classroom or chaperone a field trip.
- Don't gossip.
- Organize or participate in a sports league.
- Join a gardening club.
- Attend home parties when invited.
- Become a blood donor, organ donor or bone marrow donor.
- Attend your children's athletic contests, plays, and recitals. Get to know your children's teachers.
- Join the local Elks, Kiwanis, Knights of Columbus.
- Start a monthly afternoon tea group.
- Speak at or host a monthly brown bag lunch series at your local library. Volunteer at your local recycling center.
- Get to know the clerks and salespeople at your local stores.
- Attend PTA meeting.
- Audition for Community Theater or volunteer to usher.
- Organize a community garden.
- Join a carpool.
- Surprise a new neighbor with one of your favorite dinners – and include the recipe.
- Give to your local food bank.
- Attend the play put on by your local High School.
- Attend Veteran's Day and Memorial Day parades and say, "Thank You". Form a neighborhood/town wide outdoor activity group.
- Help coach Little League or other youth sports – even if you don't have a child playing.
- Attend a local budget committee meeting.
- Participate in political campaigns.
- Help run the snack bar at the Little League Field.
- Form a "tools cooperative" with your neighbors – to share ladders, rototillers, etc.
- Join a baby-sitting cooperative.
- Offer to rake a neighbor's yard or shovel their walk if he or she needs help. Plan a "Walking



Tour” of historic areas in your town.

- Eat breakfast out on Saturday morning at a local gathering spot.
- Stop and make sure the person on the side of the highway is OK.
- Host a “Block Party” or a holiday open house.
- Run for public office.
- Start a “fix it” group – friends who are willing to help you clean, paint, garden, etc., and you help them in turn.
- Offer to serve on a town committee.
- Join the volunteer fire department.
- Go to church...or temple...or outside with your children – talk about why it’s important to be there.
- Ask the person at the next table if he or she would like to share your table for lunch.
- Organize a social gathering to welcome a new neighbor.
- Persuade your local restaurant to have a designated “meet people” table.
- Host a potluck supper before your Town Meeting.
- Give a weatherproof chess or checkers board to your town park.
- Say “thanks” to public servants –Police, Firefighters, City Council, Town Clerk, etc.
- Fight to keep essential local services in the downtown area – your post office, police station, school, etc.
- Sit on a nonprofit board of directors.
- Gather a group to clean up a local park or cemetery.
- Join a bowling team...or form one.
- Have dinner with your family.
- Turn off the TV and talk with your family.
- Play cards with your friends or neighbors.
- Have a neighborhood barbecue. When somebody says “government stinks,” suggest he or she help fix it.
- Volunteer at the library.
- Talk to your friends and family about social capital. Tell them why it matters.
- Be real, be humble acknowledge others.

***We were born to unite
with our fellow men...
~ Cicero***

GOOD NEIGHBOR CHECKLIST

Having a good neighbor starts with being a good neighbor. The primary responsibility of making life better on the street where you live begins with you – the resident. Take an active role in bringing your neighborhood together.

Show interest in your neighbors – meet them and learn their names. You'll find that your neighbors have diverse backgrounds, careers, and experiences. Plan an annual event centered on a yard sale, a barbecue, or a holiday. National Night Out (the first Tuesday in August) is a great opportunity to promote safety and Neighborhood Watch efforts. Invite everyone in the neighborhood to community events, regardless of personal feelings or previous disputes. If you are planning to have a block party, contact the Neighborhood Services Office at 801-963-3562 for a permit to block off the street.

Be considerate. Your schedule and that of your neighbors may differ considerably. The make-up of your household and community may vary from students, to parents with young children who require early bedtime hours, to those who work full time. Be aware of community issues such as noise, parking, resident zoning laws, trash and property upkeep, and alcohol usage.

We all have different expectations of our neighbors. For some of us, a good neighbor is one who takes time for a chat across the fence or who helps with the chores when a neighbor is ill. For others, a good neighbor is one who leaves us alone. Although we may not agree on all the fine points of neighborliness, we do tend to agree on certain basic standards which allow residents to enjoy their homes and property, preserve peace and quiet in our neighborhoods, help maintain property values, and prevent disputes among neighbors.

If you have a concern, try talking with your neighbor. Calmly explain what is bothering you. It is possible that your neighbor is unaware that the music is too loud or that the dog barks every time it is left alone.

A home is an important long-term investment. Property maintenance codes are designed to protect public health and safety. Maintaining the appearance of the structure as well as the yard is essential to property value and the general welfare of the neighborhood. Property Maintenance can provide you with a detailed list of resident responsibilities. Listed below are helpful hints to be sure that you are contributing positively to the health of your neighborhood.

- Keep yard free of debris and trash. Do not park vehicles on unimproved surfaces.
- Grass should be cut lower than 6 inches.
- Property address should be visible from adjoining streets, alleys, and driveways.
- Oversized vehicles are not allowed to park in residential areas.
- Trees and shrubs should not encroach alleys, streets or sidewalks. A 14 foot clearance should be maintained for streets and alleys, 9 feet over sidewalks.



*The mighty oak was once
a little nut that stood its ground.
~ Anonymous*

CHAPTER 10

PROVIDING PUBLIC TESTIMONY

Giving public testimony before the City Council, boards, or commissions can be frightening if you have never done it before. There are several things you can do to make your thoughts and presentation clear and successful. You may not always have the time to follow the outline listed below. However, whenever you can, it is beneficial to spend as much time as possible preparing your testimony. Carefully prepared testimony may influence action. Also, testimony becomes part of the public record and may be referred to later on.

How to Prepare Public Testimony

- Know your time frame. Find out when, where, and before whom (City Council, Planning Commission, Parks and Recreation Advisory Board, etc.) the issue will appear. This will let you know how much time you have to prepare--there is a big difference between having one day and one month to prepare.
- Know your issue. Support opinions with as many facts as possible. Do your homework: information is power. Read newspapers, magazines, etc., to find out about the issue. Talk to local government officials, when possible, and other citizens. Be knowledgeable of the opposition's arguments and be prepared to counter those arguments. Also, draw on your own knowledge and experience.
- Start writing down main points. Construct a rough outline from scattered thoughts, research, plus any additional brainstorming. Begin thinking about any extra visual aids that might be important (posters, charts, fact sheets, flyers, cartoons, brochures, etc.).
- Know how much time is allowed for the testimony. At City Council meetings, the time limit for testimony is usually five minutes per person or announced by the Mayor. Effective testimony should generally be held to under five minutes. If your ideas are well-organized, five minutes should be ample time to make your point effectively.
- Write a draft statement. Address the governmental body (example: "Mr./Ms. Mayor, Members of the Council"). State your name and address for the record. Say if you are testifying for yourself or a group, and give a brief description of why you or your group is testifying on the issue. Explain how support for your testimony was solicited from your group (by petitions, vote at meeting, surveys, letters, etc.). Bring with you documentation of that support (copies of petitions, surveys, minutes of meetings, etc.) whenever possible. Be specific about how many people were involved in making the decision. State whether this is a majority or minority opinion. Keep the statement as short as possible (two pages is about right). State the problem, the reasons why you or your group support or oppose, and then summarize. Get others to read and make comments on the draft. If you need the approval of a group, use the rough draft so people will feel comfortable making corrections or suggestions on the copy. Let the statement sit for a day or so, if you have the time, and then go back and read it again and revise if necessary.
- Write up final copy. Type and double space the final copy, if possible (easier to read, looks neater, etc.). Be careful to check spelling.

- Start anticipating questions from the Council, board, etc. Practice giving testimony before friends and get hints on improving the presentation.
- Be Familiar with the Group's Process. Attend one or more meetings of the group before you testify to get an idea of the room layout and the procedures used.
- Know Your Audience. Try to stress what you have in common and that you respect the differences of the people you are talking to. The more you can find out about their biases and sympathies, the more chance you have to relate to them.
- Present yourself. Be well aware of how you present yourself when you make a statement to the decision-making body. Think about what image you want to project. Most of what we communicate is nonverbal. Be aware of your body language.
- Check Your Feelings. Try to keep your feelings in check while you are testifying. It is all right to have strong feelings on the subject, but you do not want them to overshadow the content and reason of your message.
- Maintain Eye Contact. Use notes rather than written manuscript so you can develop good eye contact.
- Define What You Want. Make it perfectly clear what action you want the group to take.
- Sum up Important Points. Summarize your written message to emphasize the important points.
- Copies of Testimony Provide copies of your written testimony for each member of the body, appropriate staff, and the media.

If you are testifying for a group

Make sure different people cover different topics so the testimony is not repetitious. Action Check List:

- Learn the decision-making process.
- Meet your elected officials as early as possible. Let your elected officials know about you. Concentrate and coordinate your efforts.
- Inform yourself--research the issue.
- Inform the members and the public of the issues.
- Attend meetings.
- Assist your elected officials.
- Know and support your allies.
- Always provide completely accurate information to elected officials; never deliberately provide misleading or false information. Focus on the preliminary stages of policy making. Never threaten elected officials.
- Form coalitions.
- Identify "swing votes."
- Be discreet.
- Be realistic. You may not win every fight, and at times, compromises will have to be made.
- Thank elected officials for their help.
- Involve as many members as possible in different roles.
- Inform your members about which officials helped and supported your cause. Evaluate your efforts.
- Monitor the implementation of decisions.



Tradition

"We always do it this way." Examine the traditional framework in your community. Does your project fit comfortably? Does it make minor changes? Or is it radically different? A project that differs a great deal from the way "we always do it" will require more explanation to the community before it will be accepted.

Power Clusters

Organizations and individuals who are all interested in the same thing form power clusters. For example, the Johnny Appleseed Park District, keep Allen County Beautiful, and the Lima Parks Board might all focus on beautification. When these groups join efforts, they form a power cluster, sometimes called a coalition. Since a large part of a neighborhood association's time may be spent advocating for change at the local level, it is important to know how to work with local government. The next few sections give ideas for how groups like neighborhood associations can effectively work with local government to influence decision making. These sections deal with general principles, such as how to choose the best channel to go through, how to give public testimony, and how to be politically effective as a group.

Set Your Goals

What is most important for your neighborhood association to accomplish in order to maintain livability? If you have a neighborhood plan, some goals have likely been set. If not, set aside some time for your Board to set its direction. Prepare needs statements for the City budget process and prioritize issues for Board involvement.

Know Your Issues

Do your homework. Find out who is affected, to what degree, and the consequences of no action. On a long-range issue, document your process, dates of events, who was involved, and correspondence. Determine which issues will need to be addressed by a local government agency and which will need to be addressed by the neighborhood itself. Only neighbors working together and along with government can solve short- and long-term neighborhood problems.

Become Acquainted with Procedure

Visit a few meetings of your public officials (e.g., City Council, boards, commissions, etc.). Understand how they operate, discover the guidelines they have to follow, and realize the pressures they are under. Have someone explain to you the procedure if it isn't otherwise clear.

Work Personally

Allow your officials to get to know you. The best form of contact is on the personal level: (1) personal appearance, (2) phone call, (3) letter, (4) e-mail to contact city officials.

Keep Your Public Officials Informed

Do not surprise your officials with unexpected actions. Bring written copies of your concern when meeting with them, and follow up your concern and action with letters. (Keep copies of everything you do!) Make reference to things you have sent. Keep up an ongoing relationship. Show your appreciation as well as dissatisfaction. Send carbon copies to other individuals or agencies involved (citizens, City staff, others).

Work on all Levels

Try the chain of command first by going to the person most directly responsible for your concern. Then work on all levels by going to your appointed and elected officials. If you don't know whom to talk to, do not hesitate to go to the top. Be sure to keep your City Council informed. If necessary, address the Council as a whole to be sure you are heard.

Make it Clear if You Represent a Group

Identify the name of your group and its purpose. Use appointed contact persons to establish continuity and identity. Document attendance at general meetings and votes taken. Ensure that you have the group's approval/authorization before acting.

Get Solid Answers

Don't be satisfied with vague answers. Talk to informed people and solicit answers you can rely on. Ask for and remind your officials of specific information--dates, places, times, etc.

Be Open to Suggestions

Take the suggestions of your officials seriously and follow up on them. Progress occurs when everyone pushes in the same direction.

Follow Up

Follow up on a discussion with a memo summarizing the discussion and its outcome. Check back to see if whatever has been agreed to is being done or to see if decisions are being made. After the decision has been made, check back with the appropriate staff or government official to be certain it is carried out.

Keep the Neighborhood Informed

Use your neighborhood association's meetings and annual newsletter to keep the neighborhood informed. Talk with neighbors and businesses about what is happening. Contact the neighbors and friends about what is happening. Contact the newspapers to let them know your concerns. You may wish to issue a press release. Make your written information interesting. The establishment of a good



communications and publicity network is absolutely essential to any group. Whether it is a simple flyer, newspaper announcement advertising a meeting, a short telephone call, or an email, groups must take advantage of all media (including word of mouth) to make people aware of activities.

One of the most effective ways to establish a manageable and affordable network is using multiple forms of communication that address all your neighbors access needs:

Flyers - Any activity, project, or goal of the group can be announced in a flyer. When designing a flyer, be sure the wording is bold enough to be read from a distance of 10 feet. Use colorful paper. If possible, arrange for the use of a church or school copying machine. Better still, have them quick copied as a donation by a local print shop. Contact the Office of Neighborhood Support if you need help designing and/or copying flyers. Post flyers in markets, laundromats, schools, beauty shops, and other places frequented by the people you want to reach.

Neighborhood walks - This is one of the most effective ways to begin a relationship with your neighbors and get them interested in your association. Organize a group of at least four to six people to cover a specific region of your neighborhood. Assign pairs to go door-to-door and introduce the association and its goals. Ask them about their concerns and respond with how your association can help them effect a change in their situation. Ask them to attend the next meeting to voice their concerns. Also, ask them to bring some of their neighbors. Be sure to leave a flyer with the information about the next meeting. If no one is home, leave a flyer in a visible, but secure location. Do not place flyers in mailboxes as it is against federal law.

Social Media - Use tools like e-mail, facebook, nextdoor.com and websites to help keep resident informed. Be mindful that all your neighbors may not choose to use or have access to computers and smartphones.

*I like to see a man proud of the place in which he lives.
I like to see a man live so that his place will be proud of him.
~ Abraham Lincoln*

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